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**From:** Ed Grosso [ed.grosso@gmail.com]  
**Sent:** Saturday, February 21, 2009 7:13 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** Proposed Regional Service Quality Investigation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

New Ashford Technology Committee  
Town of New Ashford  
Town Hall  
New Ashford, MA 01237

February 19, 2009

Catrice C. Williams, Secretary  
Department of Telecommunications and Cable Two South Station, 4th Floor Boston, MA 02110 617-305-3580 [catrice.williams@state.ma.us](mailto:catrice.williams@state.ma.us)

RE: Proposed Regional Service Quality Investigation

Dear Ms Williams:

At the request of the Board of Selectmen of the Town of New Ashford, I share two comments concerning the quality of telephone service in the Town of New Ashford:

(a) When electric power fails at our remote terminal, phone service is lost by more than 90% of our residents. In our rural community, this is a dangerous situation since there is no way to place a 911 or report the outage. The Fire Station and the Town Hall experience this problem as well.

(b) Several residents in the northern part of town apparently connect to the Williamstown Central Office by a very old copper wire cable. These residents experience frequent outages due to the faulty cable.

The following are our responses to the questions in the MTC Request for Comment:

(1) Is there a reasonable basis for the Department to conclude that there may be a significant or widespread problem with Verizon's service quality in western Massachusetts, so as to justify opening a regional service quality investigation covering Berkshire, Hampden, Hampshire and Franklin counties?

- Yes, since there are several towns already identified with problems, there may be more unknown problems that are unreported because citizens feel it will do no good to complain.

(2) If there is sufficient evidence of a possible significant or widespread service quality problem in western Massachusetts, is a regional investigation the best approach for investigating the matter, and if not, what would be a better process for addressing the issues?

- A regional approach may be the best way to correct problems if they are widespread. This may save time and money.

(3) If the Department determines to open a regional Verizon service quality investigation, is it reasonable and appropriate for the Department to consolidate the existing town-specific investigations for the towns of Hancock and Rowe and the pending Shutesbury complaint into the new regional investigation?

- The Town of New Ashford supports consolidation of the investigation if the above mentioned towns agree, and if each town does not lose their ability to address proposed solutions.

Respectfully submitted,

Ed Grosso, Chairman  
New Ashford Technolgy Committee